

BOARD OF EQUALIZATION

CUSTOMER SERVICES AND ADMINISTRATIVE EFFICIENCY COMMITTEE MEETING MINUTES

HONORABLE JOHN CHIANG, COMMITTEE CHAIR 450 N STREET, SACRAMENTO

JULY 31, 2001, 9:30 A.M.

ACTION ITEMS & STATUS REPORT ITEMS

Agenda Item No: 1

Title: Expansion of E-Filing

Issue/Topic:

How should the Board of Equalization (BOE) expand the E-Filing program?

Committee Discussion:

Executive Director Jim Speed presented staff's recommendation requesting approval to proceed with a feasibility study, to be completed in March 2002, encompassing design and implementation of the BOE's voluntary Internet e-Government access. Access will allow taxpayers to voluntarily register, initiate changes to their accounts, file returns, pay, and file refund claims and petitions using the Internet. The feasibility study will address confidentiality of data and the need to have adequate staff to administer the program. Staff will report to the Committee on the feasibility study. Upon the Committee's review of the feasibility study, staff will develop a 2003-04 budget change proposal for the Committee's consideration.

Committee Action/Recommendation/Direction:

The Committee approved staff's recommendation.

Agenda Item No: 2

Title: Exit Questionnaire/Interview Policy and Process Issue/Topic:

An overview of the current and proposed Exit Interview/Questionnaire process was provided. The purpose of the Employee Exit Process is to obtain employees' input regarding agency working conditions and employment policies, practices, and/or procedures to meet the Board's ultimate goals of increasing employee retention and enhancing the work environment. Major changes and improvements have been made to the exit questionnaire form, a revised policy has been developed, and staff is working to streamline the process for data collection. Managerial reports will be generated quarterly. Staff plans to finalize the questionnaire, policy and process, inform all Board employees, place the exit questionnaire form on the Board's intranet, establish a data collection and tracking system, and return to the Customer Services and Administrative Efficiency Committee in March 2002 with a final status report.

Committee Discussion:

None.

Committee Action/Recommendation/Direction:

Accepted the report as provided.

	/s/ John Chiang
	Honorable John Chiang Committee Chair
	/s/ James E. Speed
	James E. Speed, Executive Director
	BOARD APPROVED
	At the August 1, 2001 Board Meeting
	/s/ Deborah Pellegrini
	Deborah Pellegrini, Chief
	Board Proceeding Division